

IN THE MATTER OF

MONICA CROCKETT, LMSW

License Number: 20166

Respondent

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BEFORE THE MARYLAND

STATE BOARD OF

SOCIAL WORK EXAMINERS

Case Number: 2021-2955

* * * * *

CONSENT ORDER

On January 30, 2025, the Maryland State Board of Social Work Examiners (the "Board") charged **MONICA CROCKETT, LMSW** (the "Respondent"), License Number **20166**, with violating the Maryland Social Workers Act (the "Act"), Md. Code Ann., Health Occ. ("Health Occ.") §§ 19-101 *et seq.* (2021 Repl. Vol. & 2024 Supp.).

Specifically, the Board charged the Respondent with violating the following provisions of the Act:

§ 19-311. Denials, reprimands, suspensions, and revocations — Grounds.

Subject to the hearing provisions of § 19-312 of this subtitle, the Board may deny a license to any applicant, fine a licensee, reprimand any licensee, place any licensee on probation, or suspend or revoke a license if the applicant or licensee:

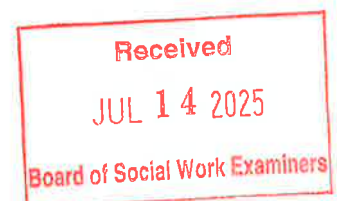
...

(2) Fraudulently or deceptively uses a license;

...

(4) Commits any act of gross negligence, incompetence, or misconduct in the practice of social work;

(5) Engages in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work;



- (6) Violates any provision of this title or regulations governing the practice of social work adopted and published by the Board;

...

- (11) Makes or files a false report or record in the practice of social work; [or]

...

- (13) Submits a false statement to collect a fee[.]

Pursuant to Health Occ. § 19-311(6), the pertinent provisions of the Code of Maryland Regulations ("COMAR"), provide the following:

COMAR 10.42.03 Code of Ethics

.03 Responsibilities to Clients.

A. The licensee shall:

...

- (5) Maintain documentation in the client's record which:

...

- (b) Accurately reflects the services provided, including treatment plans, treatment goals, and contact notes; [and]

- (c) Indicates the time and date the services were provided[.]

...

B. The licensee may not:

- (1) Participate or condone dishonesty, fraud, deceit, or misrepresentation[.]

.06 Standards of Practice.

A. Professional Competence. The licensee shall:

...

(7) Document and maintain appropriate and accurate records of professional service, supervision, and research work[.]

On June 9, 2025, a Case Resolution Conference ("CRC") was held before a committee of the Board. As a resolution of this matter, the Respondent agreed to enter this public Consent Order consisting of Findings of Fact, Conclusions of Law, and Order.

FINDINGS OF FACT

The Board makes the following Findings of Fact:

I. BACKGROUND

1. At all times relevant hereto, the Respondent was licensed to practice social work in the State of Maryland. The Respondent was originally licensed to practice social work as a Licensed Master Social Worker ("LMSW") in Maryland on or about July 23, 2014, under license number 20166. The Respondent's LMSW license expires on October 31, 2026, subject to renewal.

2. On or about April 7, 2021, the Board received a complaint (the "Complaint") from an individual (the "Complainant"),¹ alleging that the Respondent's former employer (the "Employer") discovered that the Respondent had documentation and/or billing inaccuracies. According to the Complaint, the Respondent "admitted to not billing on the

¹ For confidentiality and privacy purposes, the names of individuals and entities involved in this matter are not disclosed in this document. Upon written request, the Administrative Prosecutor will provide the information to the Respondent.

proper dates of service, not recording the correct duration or time of service, or recording the proper delivery of service.” The Employer investigated and found that the Respondent had:

28 unacceptable billing services due to inaccurate time in and time out of sessions and using the incorrect billing code submitted to the insurance company[;]

118 services that could not be verified due to incorrect billing date and time, and the progress note that was completed did not match the telehealth platforms meeting/session log[; and]

114 services on the telehealth platform could not be verified as sessions that took place[.]

3. After receiving the Complaint, the Board initiated an investigation of the Respondent.

II. BOARD INVESTIGATION

4. On or about June 18, 2021, the Board conducted an under-oath interview with the Complainant. According to the Complainant, the Respondent was a clinician for the Employer and, in that capacity, was responsible for seeing clients; completing paperwork relating to the client sessions, including progress notes, assessments, and treatment plans; and, along with an assistant, scheduling client appointments. The Employer utilized a telehealth platform, which logged details such as the session date, start time, and end time.

5. The Complainant stated that she was the Chief Clinical Officer for the Employer. One of her roles in that position was to take and respond to client complaints. The Complainant received a complaint from a client regarding billing inaccuracies. The client stated that she had been billed for sessions, but that the sessions occurred on different

dates and times. The Complainant called another client, who reported the same issue. The Employer began an investigation, comparing the information listed on the health record with the details logged by the telehealth platform. The Employer's investigation found that there were:

- a. 28 instances where the Respondent recorded inaccurate start and/or end times on a health record constituting an inflated session duration. These session durations formed the basis for the billing code, at least in part, resulting in a higher amount being billed to clients;
- b. 118 instances where the date and time on the health record did not match the date and time on the telehealth platform; and
- c. 114 instances where the Employer could not verify that a session actually occurred.

6. The Complainant spoke with the Respondent, who stated that if she had a client scheduled for a particular day, she would bill the client for that day even if the session actually occurred on a different day. The Complainant stated that the policy of the Employer is that "the progress note or billing note is completed for the session time, start time and end time that you are with the client, and the date."

7. On or about June 21, 2021, the Board conducted an under-oath interview with the Chief Operating Officer (the "COO") for the Employer. The COO's job duties include overseeing the billing department and electronic health records. The COO stated that she provided the Respondent with training on the Employer's electronic health record software. The Complainant asked the COO to review the data from the telehealth software

and the electronic health record software to validate the dates and times for the Respondent's client sessions. The COO identified 43 sessions that were acceptable and 277 sessions where the COO either could not validate the session or found a discrepancy between the times listed in the telehealth software and the health record. With respect to billing, "when you're doing your service it has to be the date that you actually saw the client, and the time has to be the time that you laid eyes on the client, and the time you ended with the client. And that's what should have been reported, because we bill based on that information that we are provided by the clinician and that should have been accurate." In the Employer's health record software, "[the Respondent] just needs to make sure she puts the right time in and out, and state the service type that she's going to do."

8. On or about June 23, 2021, the Board conducted an under-oath interview with the Chief Executive Officer (the "CEO") for the Employer. The CEO stated that she learned from the Complainant that one client reported that two sessions the Respondent billed had not occurred and two additional clients each reported that one session the Respondent billed had not occurred. According to the CEO, upon speaking with the Respondent after the discovery, "[the Respondent's] words to me that afternoon were I just didn't feel like it was important for me to spend my time moving the appointment and so I would just bill for it." Regarding sessions that occurred, but for less time than billed, the Respondent "admitted to us that she was billing for the full hour session because it was easier than going back and changing the type of appointment and the time of the appointment." After the Respondent stated that she conducted sessions using her personal phone to explain the billing discrepancies, the CEO "gave her an opportunity at the end of

that meeting to go back to her home . . . to produce the phone records that could confirm that she had these phone calls. And she left the office and chose never to return.”

9. On or about October 14, 2021, the Board conducted an under-oath interview with the Respondent. During the interview, the Respondent denied billing for sessions that she did not conduct but admitted that “[t]here may be a discrepancy in like the date and time that those sessions happened.” The Respondent acknowledged that “[she] would just kind of document the note as it happened per session at the date and time that it was already scheduled.”

10. On or about May 21, 2024, the Board issued a subpoena duces tecum to the Employer, requesting documents related to a subset of the billing inaccuracies. The Employer subsequently provided documentation, including billing documents, session notes, and logs from the telehealth platform and visitor management platform (collectively, the “Documentation”). The session notes, each of which contain the electronic signature of the Respondent, display the session date, start time, and end time at the top of the document.

11. According to the Documentation, the Respondent made or filed notes for the following twelve (12) sessions with inaccurate start time, end time, and/or duration time:

Session Date	Note Start Time	Note End Time	Telehealth Platform Start Time	Telehealth Platform End Time
10/15/2020	3:00 p.m.	4:00 p.m.	3:17:45 p.m.	4:06:37 p.m.
10/19/2020	1:15 p.m.	2:00 p.m.	1:19:31 p.m.	1:25:22 p.m.
10/23/2020	9:00 a.m.	10:00 a.m.	9:07:38 a.m.	9:58:06 a.m.
10/23/2020	10:01 a.m.	11:00 a.m.	10:34:04 a.m.	11:01:12 a.m.
10/26/2020	10:00 a.m.	11:00 a.m.	10:03:08 a.m.	10:08:46 a.m.
10/30/2020	11:00 a.m.	12:00 p.m.	11:17:56 a.m.	11:19:45 a.m.

11/04/2020	12:00 p.m.	1:00 p.m.	12:03:24 p.m.	12:24:29 p.m.
11/06/2020	12:30 p.m.	1:30 p.m.	12:35:54 p.m.	1:02:55 p.m.
11/13/2020	11:30 a.m.	12:30 p.m.	11:54:27 a.m.	12:01:01 p.m.
11/20/2020	11:30 a.m.	12:30 p.m.	11:41:50 a.m.	12:08:16 p.m.
12/08/2020	10:00 a.m.	11:00 a.m.	10:36:20 a.m.	10:43:04 a.m.
12/09/2020	10:00 a.m.	11:00 a.m.	10:18:31 a.m.	10:44:01 a.m.

The notes the Respondent authored and signed for these sessions stated that they were held via video telehealth but failed to state that there were any difficulties conducting the session, including any connection or other issues with the telehealth platform.

12. According to the Documentation, the Respondent made or filed notes for the following sixteen (16) sessions for which there is no corroborating evidence that the Respondent held the sessions according to either the telehealth platform or the visitor management platform:

Session Date	Note Start Time	Note End Time
10/29/2020	10:30 a.m.	11:30 a.m.
11/03/2020	5:15 p.m.	6:00 p.m.
11/16/2020	12:00 p.m.	1:00 p.m.
11/25/2020	1:00 p.m.	2:00 p.m.
11/30/2020	12:00 p.m.	1:00 p.m.
12/07/2020	2:00 p.m.	3:00 p.m.
12/11/2020	2:00 p.m.	3:00 p.m.
12/14/2020	12:00 p.m.	1:00 p.m.

Session Date	Note Start Time	Note End Time
12/18/2020	10:30 a.m.	11:30 a.m.
01/05/2021	12:00 p.m.	1:00 p.m.
01/21/2021	2:00 p.m.	3:00 p.m.
01/26/2021	1:00 p.m.	2:00 p.m.
01/27/2021	2:00 p.m.	3:00 p.m.
01/29/2021	1:30 p.m.	2:15 p.m.
02/03/2021	10:15 a.m.	11:15 a.m.
02/04/2021	10:00 a.m.	11:00 a.m.

The notes the Respondent authored and signed for these sessions stated that they were held via video telehealth but failed to state that there were any difficulties conducting the session, including any connection or other issues with the telehealth platform.

13. According to the Documentation, the Respondent made or filed notes for the following fifteen (15) telehealth sessions for which the Employer identified incorrect billing date and time and the session note that was completed do not match:

Session Date	Note Start Time	Note End Time
10/30/2020	4:30 p.m.	5:30 p.m.
12/08/2020	1:00 p.m.	1:30 p.m.
12/09/2020	11:00 a.m.	12:00 p.m.
12/15/2020	1:00 p.m.	2:00 p.m.
01/28/2021	3:00 p.m.	4:00 p.m.
02/01/2021	3:00 p.m.	4:00 p.m.
02/08/2021	10:00 a.m.	10:30 a.m.
03/01/2021	1:00 p.m.	2:00 p.m.

Session Date	Note Start Time	Note End Time
03/05/2021	10:30 a.m.	11:30 a.m.
03/05/2021	11:30 a.m.	12:30 p.m.
03/08/2021	11:00 a.m.	12:00 p.m.
03/09/2021	10:00 a.m.	11:00 a.m.
03/09/2021	5:00 p.m.	6:00 p.m.
03/10/2021	2:00 p.m.	3:00 p.m.
03/15/2021	4:00 p.m.	5:00 p.m.

The notes the Respondent authored and signed for these sessions stated that they were held via video telehealth but failed to state that there were any difficulties conducting the session, including any connection or other issues with the telehealth platform.

14. According to the Documentation, the Respondent made or filed notes for the following three (3) face-to-face sessions for which the client did not sign-in or sign-out of the Employer's visitor management platform:

Session Date	Note Start Time	Note End Time
12/01/2020	4:00 p.m.	5:00 p.m.
12/01/2020	5:00 p.m.	6:00 p.m.
02/02/2021	4:00 p.m.	5:00 p.m.

15. The Board obtained the Respondent's employment records from the Employer. According to the records, the Respondent attended orientation on October 5, 6, and 9 in 2020. The orientation included instruction on the Employer's health record software. The records also included supervision notes, which contain no indication that the Respondent reported technical issues with the Employer's telehealth platform.

CONCLUSIONS OF LAW

Based on the foregoing Findings of Fact, the Board concludes as a matter of law that the Respondent's actions, as described above, constitute, in whole or in part:

fraudulently or deceptively using a license, in violation of Health Occ. § 19-311(2); committing any act of gross negligence, incompetence, or misconduct in the practice of social work, in violation of Health Occ. § 19-311(4); engaging in a course of conduct that is inconsistent with generally accepted professional standards in the practice of social work, in violation of Health Occ. § 19-311(5); violating any provision of this title or regulations governing the practice of social work adopted and published by the Board, in violation of Health Occ. § 19-311(6) in that the Respondent violated COMAR 10.42.03.03A(5)(b)-(c), COMAR 10.42.03.03B(1), and/or COMAR 10.42.03.06A(7); making or filing a false report or record in the practice of social work, in violation of Health Occ. § 19-311(11); and/or submitting a false statement to collect a fee, in violation of Health Occ. § 19-311(13).

ORDER

It is, on the affirmative vote of a majority of the Board, hereby:

ORDERED that the Respondent be and hereby is **REPRIMANDED**; and it is further

ORDERED that the Respondent shall be placed on **PROBATION** for a minimum period of **ONE (1) YEAR** subject to the following terms and conditions:

1. Within six (6) months of the date of this Consent Order, the Respondent shall successfully complete one Board-approved course on professional ethics and one Board-approved course on record keeping. The Respondent shall be responsible for submitting written documentation to the Board of her successful completion of these courses. The Respondent understands and agrees that she may not use this coursework to fulfill any requirements mandated for licensure renewal. The Respondent shall be solely responsible for furnishing the Board with adequate written verification that she has completed the courses according to the terms set forth herein; and

2. The Respondent shall comply with the Maryland Social Workers Practice Act and all laws, statutes and regulations pertaining thereof.

AND IT IS FURTHER ORDERED that after the conclusion of the entire **ONE (1) YEAR** period of probation, the Respondent may submit a written petition to the Board requesting termination of probation. After consideration of the petition, the probation may be terminated through an order of the Board. The Respondent may be required to appear before the Board or a committee of the Board to discuss his petition for termination. The Board will grant the petition to terminate the probation if the Respondent has complied with all of the probationary terms and conditions and there are no pending complaints involving similar violations found in this case before the Board; and it is further

ORDERED that if the Board determines, after notice and an opportunity for an evidentiary hearing if there is a genuine dispute as to a material fact or a show cause hearing before the Board if there is no genuine dispute as to a material fact, that the Respondent has failed to comply with any terms or condition of probation or this Consent Order, the Board may reprimand the Respondent, place the Respondent on probation with appropriate terms and conditions, impose a civil monetary fine upon the Respondent, or suspend or revoke the Respondent's license to practice social work in Maryland; and it is further

ORDERED that the Respondent shall not serve or continue to serve as: a Board authorized sponsor, presenter and/or trainer of social work continuing education learning activities, an ethics tutor, an evaluator for the Board, or a Board-approved supervisor for a period of five (5) years from the effective date of this Consent Order; and it is further

ORDERED that the Respondent is responsible for all costs incurred in fulfilling the terms and conditions of this Consent Order; and it is further

ORDERED that this Consent Order is a **PUBLIC DOCUMENT** pursuant to Md. Code Ann., Gen. Provisions §§ 4-101 *et seq.* (2021 Repl. Vol. & 2024 Supp.).

July 17, 2025

Handwritten signature of Kevin Meenan in cursive, followed by the text "LCSW-C".

Kevin Meenan, LCSW-C
Board Chair
Maryland State Board of
Social Work Examiners

CONSENT

I, Monica Crockett, LMSW, acknowledge that I am represented by counsel and have consulted with counsel before entering into this Consent Order. By this Consent and for the purpose of resolving the issues raised by the Board, I agree and accept to be bound by the foregoing Consent Order and its conditions.

I acknowledge the validity of this Consent Order as if entered into after the conclusion of a formal evidentiary hearing in which I would have had the right to counsel, to confront witnesses, to give testimony, to call witnesses on my own behalf, and to all other substantive and procedural protections provided by the law. I agree to forego my opportunity for a formal evidentiary hearing. I acknowledge the legal authority and jurisdiction of the Board to initiate these proceedings and to issue and enforce this Consent Order. I affirm that I am waiving my right to appeal any adverse ruling of the Board that might have followed after any such hearing.

I sign this Consent Order after having an opportunity to consult with counsel, voluntarily and without reservation, and I fully understand and comprehend the language, meaning and terms of this Consent Order.

7-3-25
Date

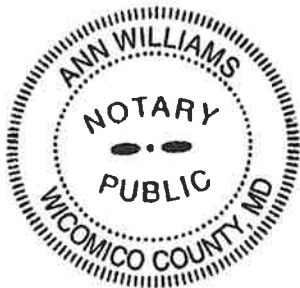
Monica Crockett, LMSW
Monica Crockett, LMSW
Respondent

NOTARY

STATE OF MARYLAND
CITY/COUNTY OF Wicomico

I HEREBY CERTIFY that on this 3rd day of July, 2025, before me, a Notary Public of the foregoing State and City/County personally appear Monica Crockett, LMSW, and made oath in due form of law that signing the foregoing Consent Order was her voluntary act and deed.

AS WITNESSETH my hand and notary seal.



[Signature]
Notary Public

My commission expires: 3-3-26